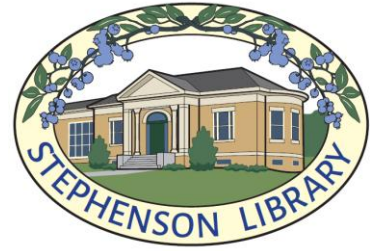


Stephenson Memorial Library

761 Forest Road
Greenfield, NH 03047
Tel: 603-547-2790
Email: director@stephensonlibrary.org



Library Assistant Job Description

The Library Assistant provides staffing to the circulation desk, supports technical services (book/material processing and maintenance), and assists the director with library programs for children, teens, and adults.

This position plays an essential role in providing excellent customer service to our community. The Library Assistant works under the general guidance and direct supervision of the Library Director to ensure compliance with established policies and procedures. This integral team member is expected to develop and maintain working relationships with other employees, public officials, the Library Board of Trustees, volunteers and the general public.

Typical duties may include, but are not limited to the following:

- Circulation tasks (checking books in/out, maintaining patron records);
- Answering phone and email inquiries in a professional manner;
- Assisting patrons with both general and specific reference and inter-library loan requests;
- Responding to patron inquiries, problems and complaints and keeping the Library Director informed as appropriate;
- Processing library materials and other Technical Services tasks, with careful attention to detail;
- Maintaining statistical records with a high level of accuracy;
- Working with other staff and the Director to prepare and implement programs for children, teens and adults;
- Preparing reports and publicity notices, under the guidance of the Director.

Qualifications:

- Excellent verbal and written communication skills;
- An aptitude and willingness to learn new technologies, including the library's digital collections, ereaders and databases;
- Enthusiasm for all ages;
- Ability to work effectively in an environment with many distractions and interruptions;
- A cheerful disposition and a can-do attitude;
- Computer literacy and experience with Microsoft Office applications;
- Ability to move and/or lift materials up to 35 pounds;
- Standing, bending, kneeling and general agility required;
- A college degree is preferred, but not required for the person with the right combination of skills and experience.